



COLORADO

Department of Health Care  
Policy & Financing

## MINUTES OF THE BEHAVIORAL HEALTH QUALITY IMPROVEMENT COMMITTEE (BQuIC)

303 17<sup>th</sup> Ave Denver CO 80203 11<sup>th</sup> Fl. Eleven A Conference Room

November 24, 2015 10:00 am to 12:00 pm

### 1. Call to Order

BHO contract requirement "The Contractor shall have its Quality Improvement Director or their designee participate in the Department's Behavioral Health Quality Improvement Committee (BQuIC), to provide input and feedback regarding quality improvement priorities, performance improvement topics, measurements and specifics of reporting formats and time frames, and other collaborative projects."

### 2. Roll Call

Quorum equals representation from a minimum of three Behavioral Health Organizations (BHOs) out of five plus one person from the Department. **Quorum Met? Yes.**

#### A. Members Present

Andrea Hemphill (student), Adam (student), Valerie Cassano, Clara Cabanis, Barbara McConnell, Lindsay Cowee, James Bloom, Kendall Sauer, Timea Jonas, Kris Hartmann, Katherine Bartilotta, Russell Kennedy, Jeremy White, Melissa Kulasekere, Lenya Robinson, Katie Mortenson, Rachel Henrichs, Ligi Fu, Diana Maier, Adrienne Jones, Melissa Eddleman, Lacey Hinton, Jerry Ware.

#### B. Members Excused

Roxzana Santacruz, Christi Melendez, Sharon Pawlak, Bob Dyer, Robert Bremer, Myron Unruh, Shelly Spalding, Judy Zerzan, Arnold Salazar, Kate Parker, Gina Robinson, Judy Yip, Jennifer Woodard, John Kiehaefer, Heidi Walling, Marilea Rose, Sara Lomeli, Sam Madden, Troy Peck, Rebecca Helfand, Marilyn Hejny, Camille Harding, Dave Rastatter, Christian Koltonski, Danielle Culp, , Jaime Bowen, Nancy VandeMark, Michelle Tomsche, Lisa Brody, Kristin Brown, Alana Berrett, Kiara Kuenzler, Erica Arnold-Miller, Anne Martin, Catherine Morrissey.



### **3. Introductions, and additions to the agenda**

Jerry reminded BHO staff about the managed care second level grievance memo that was sent out around the first of November 2015. James shared input about the timeline for completing an aggregate substance abuse disorder (SUD) document that would be reviewed in a future BQuIC meeting.

### **4. Approval of Minutes**

The October 2015 minutes were reviewed and approved.

### **5. General Updates**

Katie and Kris provided a status update for BHO Performance Improvement Projects (PIPs) and said that BHOs can expect to receive their draft PIP report on 12/7/2015 and be able to resubmit if needed on 1/18/2016. Kathy reminded the group about the Compliance Site Review standards that will be audited this time out (coordination and continuity of care, member rights and protections, credentialing and recredentialing, and quality assessment and performance improvement) and that audits will start next week. Kathy also provided an update on Corrective Action Plans (CAPs) and said all but one BHO has completed their CAP. Timea walked the group through the steps to validate BHO performance measures and the group confirmed the due date for submitting measures for the next Performance Measure Validation (PMV) audit. Lacey shared a brief update about the BHO 411 audit.

### **6. Office of Suicide Prevention Annual Report Update**

Jerry reviewed the four priority areas noted in the report, and read the one year recommendations. Jeremy shared his observations about the Mantherapy program noted in the report and recommended staff visit that website. Jerry concluded by saying Danielle Culp is the lead for this project and that she would appreciate any comments about the report.

### **7. Experience of Care and Health Outcomes (ECHO) Survey**

Russell said this is the third year the ECHO survey has been used to gather client satisfaction information and that the Department is focusing on improving response rates. Russell said the first mailing will happen in January 2019 and the second in February 2016 and that no post card reminders will be sent this time. This survey is expected to be in the field until March 2016 and close around April 1, 2016. Diana asked what the response rate was last year and Russell noted around 20%. Melissa K. asked Russell to share the timeline with the group which he agreed to send out.



## **8. BHO second year performance measures**

Jerry talked about new initiatives at the Department that have caused management to reconsider how BHOs should address second year performance measures. For example, the new Certified Community Behavioral Health Clinics Grant (CCBHC) has a number of performance measure requirements that may be similar to the BHO second year performance measures. Jerry said that Camille Harding and Department staff are weighing the options for reporting and at this time work on the second year measures is on hold. Jeremy asked for additional insight on completing the second year measures, but Jerry said at this time no additional input is available.

## **9. Summary Access to Care and Grievance and Appeals Data**

Jerry shared a draft handout with meeting attendees that showed the total number of grievances and appeals that were reported by the BHOs in fiscal year (FY) 2014 versus FY 2015 and the number of access to care request for FY 2014 versus FY 2015. Jerry asked BHO staff if they could share their input about this document to see if they agreed that certain areas showed an increase and speculate the reason for that increase. Clara and Diana agreed that it would be better to review this draft input by percentage and include a denominator. Clara also said there appears to be some increase which may be related to increased enrollment. Lindsay shared input about the effect of including new crisis center data into the reporting and all BHO staff agreed that the reporting of crisis center data has improved.

## **10. Department and Plan Updates/Reminders**

Updates were noted on the agenda.

## **11. Public comments on issues discussed**

Andrea and Adam said they were interested in receiving more information about the Office of Suicide Prevention efforts and report. Jerry said he will see if Danielle can follow up with Andrea via email.

## **12. Adjourn**

Meeting ended around 10:55 am. Future Meeting: December 15, 2015 10:00 am to 12:00 pm

Click [here](#) for the online BQuIC site.

